

Alcatel-Lucent Managed Services

for Large Enterprises





Our Operate & Maintain Offer

Alcatel-Lucent proposes Services for multinational corporations with operations on all continents, but with similar processes and ever growing and changing technology needs.

- ◆ **Worldwide** support available **24*7*365** through a **multilingual** Service Desk, a Central Network Operation Center and a global network of field engineers
- ◆ **Flexible Solutions** to address your need for service level agreements (SLAs) and services
- ◆ Simple pricing model: **fixed price per user** for the duration of the contract as long as the number of users is within the allowed range
- ◆ Network management with **real-time and historical reporting** capabilities
- ◆ Alcatel-Lucent Communication Solutions **follow employee office relocation and changing** communication needs

Service Description

→ SERVICE DESK

- **Welcome:** Customers benefit from a multilingual Single Point of Contact (SPOC) that is accessible by phone or through the Web 24*7*365 for all subscribed services
- **Helpdesk:** End user assistance for their communication tools and associated features
- **Dispatch:** First level service analysis and routing to the appropriate support entity
- **Service Level Management:** Real-time monitoring of entities involved to ensure compliance with the customer's SLA
- **Real time activity reporting:** Detailed status reports are e-mailed to the requester

Average Speed of Answer	≤ 30 seconds
Abandoned calls after 30 seconds	≤ 5%
SR creation time	≥ 95% within 10 min

→ INCIDENT MANAGEMENT - REMOTE

- Remote incident analysis and diagnosis
- Remote restoration and resolution of communication problems
- Trigger on-site intervention if needed
- When necessary, incident is escalated to the Alcatel-Lucent Technical Support Team and then, if needed, to the Alcatel-Lucent Research and Development Center

	Emergency	Critical	Major	Minor
Time from trigger to on-site intervention	≥ 95% within 1 local hour	N/A		
Time to restore	≥ 95% within 4 local hours	≥ 95% within 8 local Business Hours	≥ 95% within 5 local Business Days	≥ 95% within 20 local Business Days

Contact Us

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INCIDENT MANAGEMENT - ON-SITE

- Hardware problems fixed by replacing the faulty hardware component
- Spare parts management, preparation and delivery
- On-site investigation based on Network Operation Center's request

	Emergency	Critical	Major	Minor
Time to restore	≥ 95% within 4 local hours	≥ 95% restored within 8 local Business Hours	≥ 95% restored within 5 local Business Days	≥ 95% restored within 20 local Business Days

CHANGE MANAGEMENT - REMOTE

- Execution of remote Move, Add and Change of Alcatel-Lucent Communication Equipment
- Trigger on-site intervention if needed
- Two change categories:
 - Simple: always performed remotely
 - Complex: performed remotely and may require on-site intervention

	Simple Change	Complex Change
Time to execute	≥ 95% executed within 1 local Business Day	≥ 95% executed within 5 local Business Days

CHANGE MANAGEMENT - ON-SITE

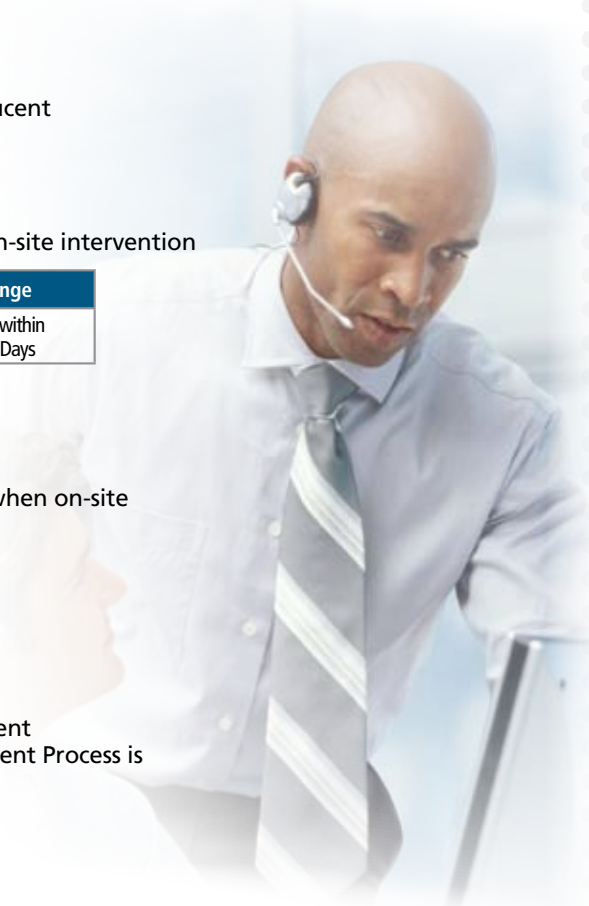
- To complete complex Move, Add and Change execution when on-site intervention is needed

Time to execute	≥ 95% executed within 5 local Business Days
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ALARM MONITORING

- Real time, remote supervision of Communication Equipment
- Service request created when relevant Incident Management Process is launched

Time to take into account	≥ 95% in less than 15 minutes
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BACKUP

- Automated and periodic backup of the Alcatel-Lucent Communication Equipment configuration
- Secure storage of backup data:
 - Stores last three monthly backups
 - Also stores the last three weekly backups

Data availability	100% of backup data are available
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PREVENTIVE MAINTENANCE

- Periodic preventive maintenance on deployed Alcatel-Lucent Communication Equipment, on and offsite
- Preventive Maintenance report issued

Preventive Maintenance execution	100% within due date
Availability of Preventive Maintenance report	100% within 10 Business Days once the Preventive Maintenance is performed

EVOLUTION MANAGEMENT

- Periodical implementation of new, major software releases
- If relevant, implementation of hardware upgrades necessary to run the new software release

Disruption time	≤ 4 hours
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PERFORMANCE MANAGEMENT

- To ensure the Communication Equipment capacity meets current requirements and future business trends
- Periodic, detailed reports regarding Quality of Service, Resource Capacity, Service Usage and VoIP Quality
- Global Performance Analysis

Operational reports	≤ 5 central Business Days
Global Performance Analysis	≤ 20 central Business Days

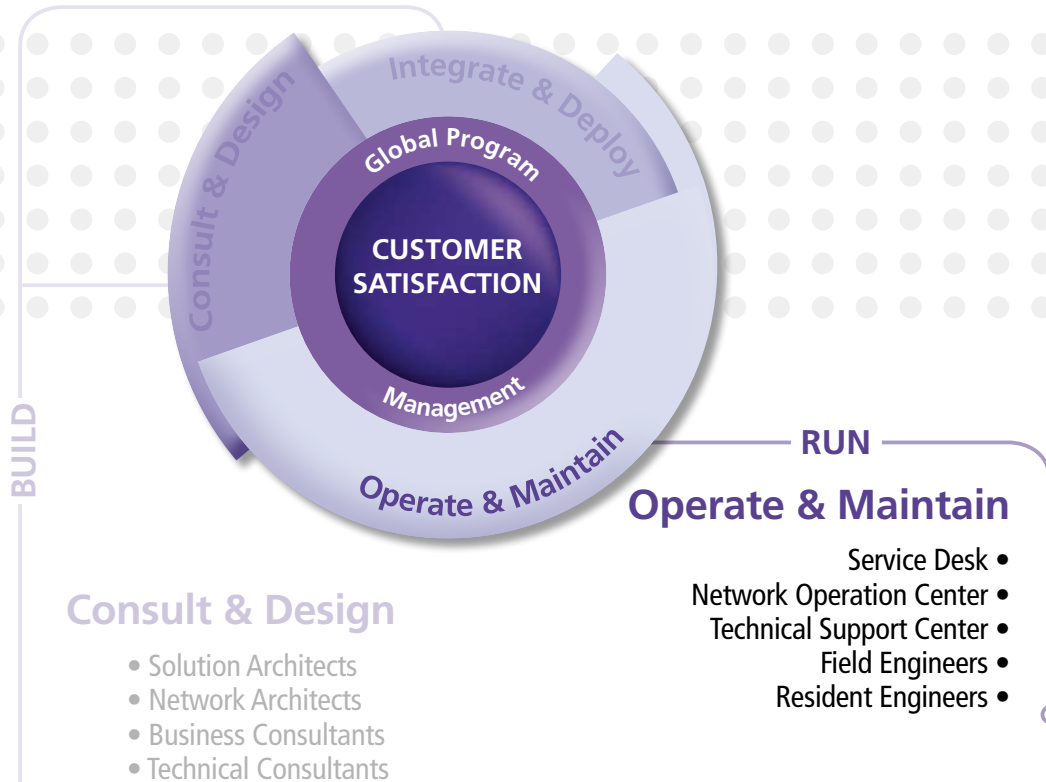


Examples of Suggested Prices

	Suggested price for a 3 year contract per user per month
21,000 employees 130 sites worldwide in 25 countries	From €4.11
40,000 employees 150 sites worldwide in 50 countries	From €3.78

Best-in-class project methodology; Led by a dedicated Global Program Manager.

Turnkey Enterprise Solution deployment based on project needs;
Performed by highly experienced teams.



Consult & Design

- Solution Architects
- Network Architects
- Business Consultants
- Technical Consultants

Integrate & Deploy

- Network Engineers
- Solution Experts

Project Management

- Technical Project Managers
- Project Managers



Services for Large Enterprises

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